

Mobile Client Portal (MCP)



User Guide

Version 2.6

Department of Children and Family Services
Business Information Systems Division

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Getting Started

The Mobile Client Portal (MCP) App is designed and developed to help you, our children social workers, to do your job more efficiently. You can use this mobile-friendly web application on your iPhone, tablet or other mobile devices, or on a Windows desktop. This is the URL of the Mobile Client Portal (MCP) App:
<https://mcp.dcfs.lacounty.gov>

Screen Zoom In and Zoom Out

The MCP is designed using the default, decently looking font-size to be displayed on mobile devices such as an iPhone, and it is also built with **visual accessibility**.

If a user finds it difficult to read some of the contents, he or she is advised to use his or her two fingers anywhere on the screen to “**zoom out**”, or enlarge an image or text, by dragging the two fingers on the screen apart.

He or she may “**zoom in**”, or go back to the regular magnification, by dragging the fingers towards each other, or by double tapping on the screen.

Features Highlight



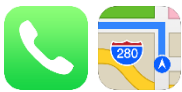
Case and Referral Access

Whether it's a continuous service case or an emergency response referral, you can see your client's information on the iPhone right in the field.



Tools: Notes, eForm and KidPix

- Take notes for your case and referral right into your iPhone through typing or voice recognition with photos of children and their living condition.
- Have your client fill and sign DCFS forms on your iPhone.
- Upload photos to KidPix anytime without the need of transferring to a PC.
- You may still use these tools from the home page if a client is not in your caseload assignment or is newly entered in CWS/CMS.



Quick call and navigation

Call your client or start the voice-guided GPS navigator to your client's address at a tap.



Connection to Mobile FCSS

Quickly link to the mobile Foster Care Search System to confirm, cancel, stop or check on a placement request.



Mobile CLETS

Send simple CLETS requests right from your iPhone.

First Time Users:

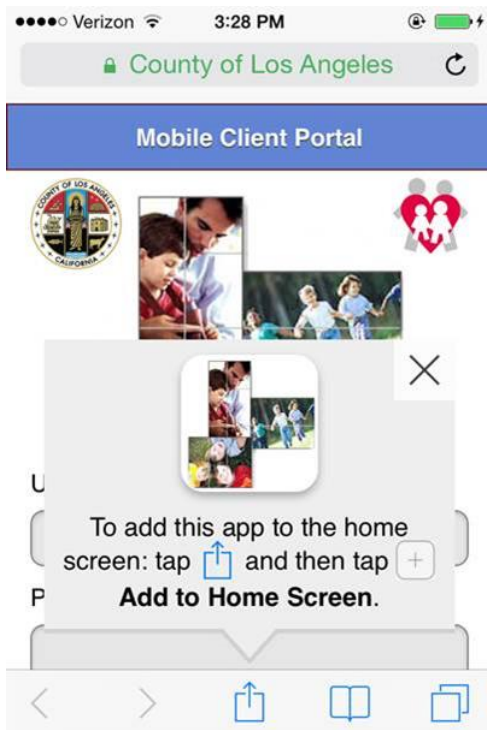
Add Mobile Client Portal (MCP) App to iPhone Home Screen

The MCP App can be easily loaded on your iPhone.

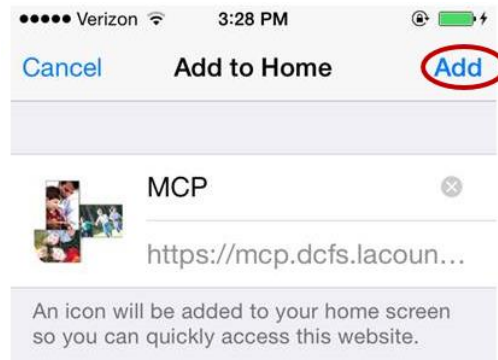
1. Tap on the link below to add the MCP App to your iPhone's home screen.

<https://mcp.dcfslacounty.gov>

2. Once the MCP App is opened on your iPhone, tap on the “Share” button, and then tap on the “Add to Home Screen” icon.



3. Next tap on “Add” at the upper right corner to have the MCP App created on the Home Screen.

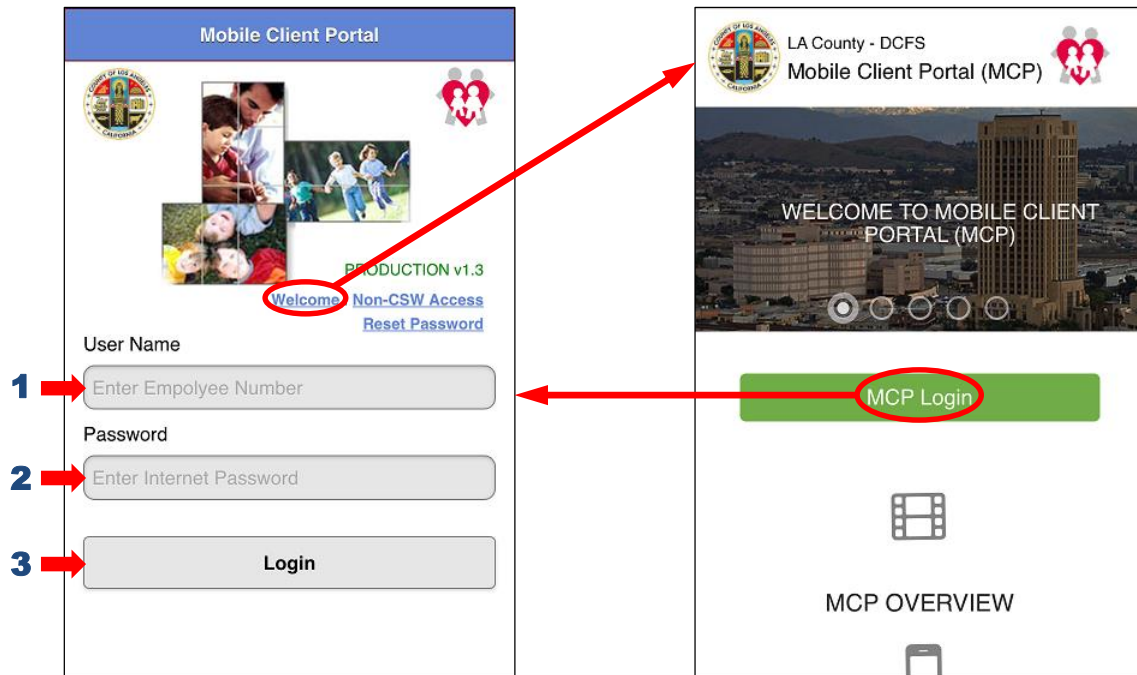


4. Once the App has been added to the Home Screen, the next time you use MCP all you will need to do is to tap on the MCP App icon on your home screen.



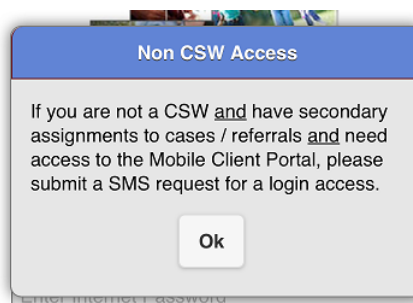
Login

On the Mobile Client Portal App Login Page, enter your employee number and Internet password. Tap the “**Login**” button to log in to the App.

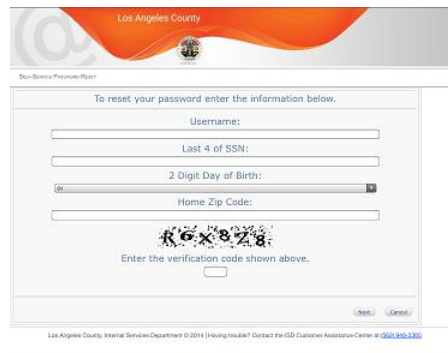


You may tap on the “**Welcome**” link to see “Online Resources”: the latest updates and instructions on using the App. Click on an item to view it. Click on the “MCP Login” button to go back to the login screen

Non-CSW may have access to the MCP App now. If you are not a CSW and have secondary assignments to cases/referrals and need access to the Mobile Client Portal, please submit an SMS request for a login access.



The “**Reset Password**” link provides an easy way to reset your Internet password in case you have forgot it. It redirects you to the ISD reset password utility.



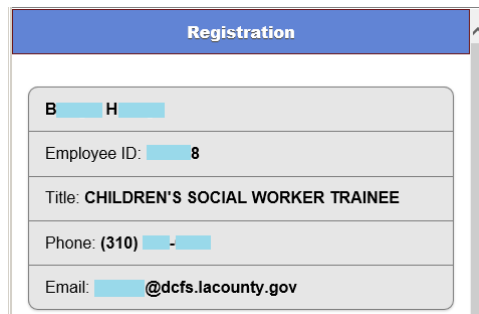
If you have used your device to log in to the App before, you will see your employee number filled into the “User Name” box, but you must still enter your correct Internet password to log in. You may change the “User Name” if the employee number displayed is not yours.



Note: Please remember that you are dealing with sensitive information on the MCP App. It is not a good practice to leave your password automatically filled out on the login screen. If you have the “AutoFill of Names and Passwords” turned on in your iPhone settings, please turn it off.

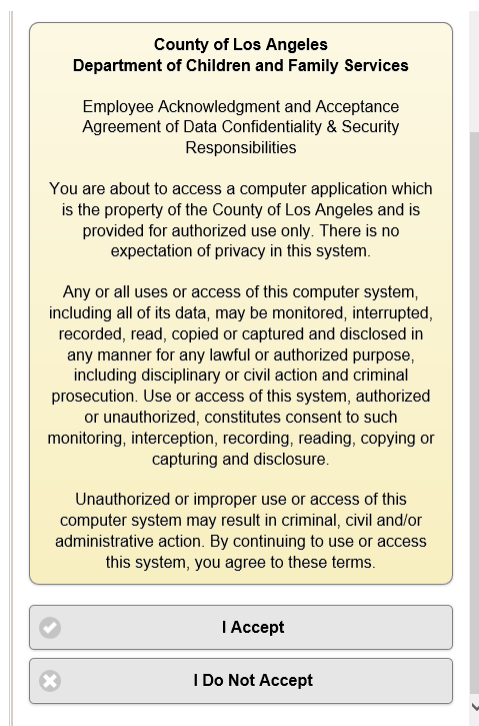
First Time Users: Registration

If this is the first time you use the App, you will see a registration page with your name, employee ID, title, phone, and email address.



A screenshot of a mobile app registration screen. At the top is a blue header with the word "Registration" in white. Below the header is a light gray box containing several fields: a name field with "B" and "H" in blue boxes, an "Employee ID:" field with a blue box containing "8", a "Title:" field with the text "CHILDREN'S SOCIAL WORKER TRAINEE", a "Phone:" field with "(310)" and a blue box, and an "Email:" field with a blue box followed by "@dcfs.lacounty.gov".

Scroll down to read the full Mobile App Terms and Conditions.



A screenshot of a mobile app screen displaying the "County of Los Angeles Department of Children and Family Services" terms and conditions. The text is centered on a light yellow background. It includes an "Employee Acknowledgment and Acceptance Agreement of Data Confidentiality & Security Responsibilities". The text states: "You are about to access a computer application which is the property of the County of Los Angeles and is provided for authorized use only. There is no expectation of privacy in this system." It also states: "Any or all uses or access of this computer system, including all of its data, may be monitored, interrupted, recorded, read, copied or captured and disclosed in any manner for any lawful or authorized purpose, including disciplinary or civil action and criminal prosecution. Use or access of this system, authorized or unauthorized, constitutes consent to such monitoring, interception, recording, reading, copying or capturing and disclosure." Finally, it states: "Unauthorized or improper use or access of this computer system may result in criminal, civil and/or administrative action. By continuing to use or access this system, you agree to these terms." At the bottom are two buttons: "I Accept" with a checkmark icon and "I Do Not Accept" with an 'x' icon.

You need to accept the terms and conditions by tapping on “I Accept” before using the App. If you do not accept them, you will be brought back to the login page.

Application Usage Overview

Upon successful log in to the App, you will see the Home page.

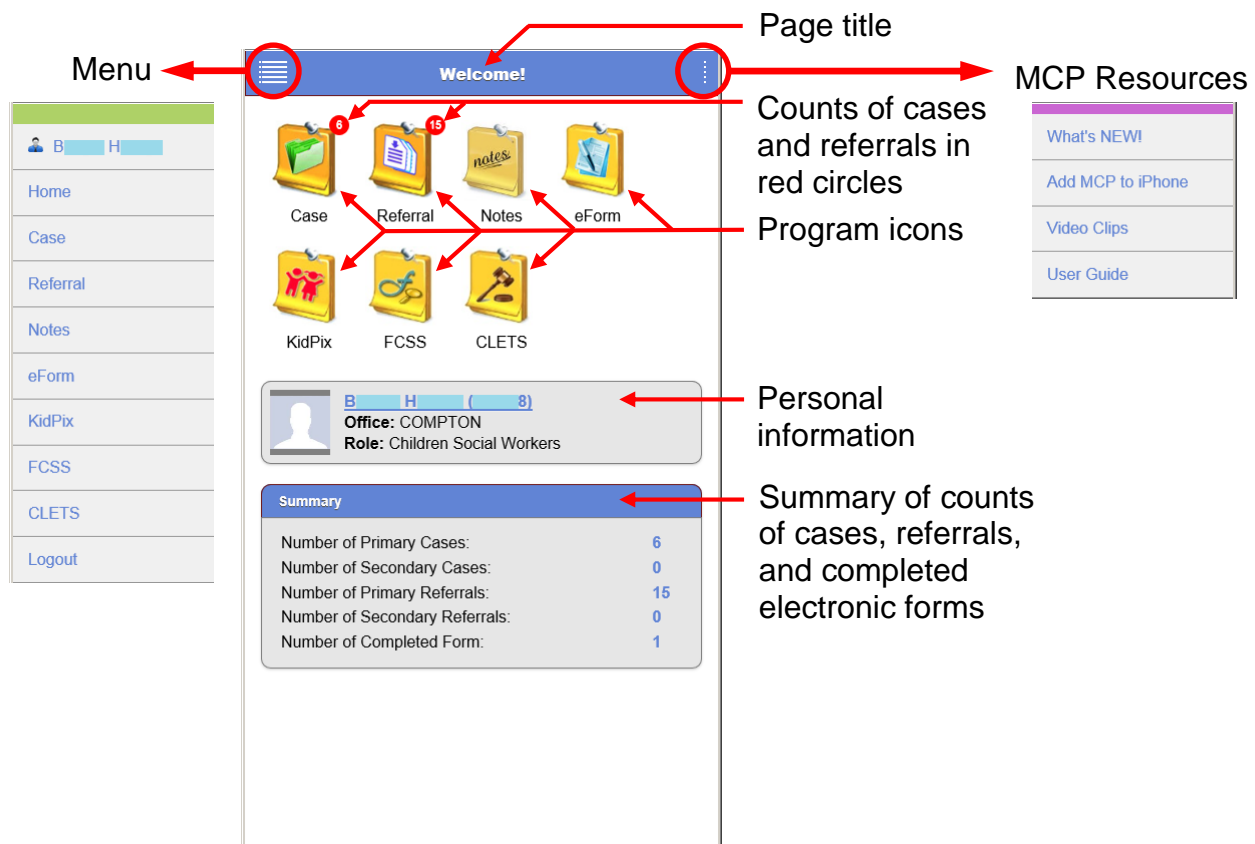
If this is the first time you log in, or if there are new updates to the App since your last log in, a “**What’s NEW!**” message box will pop up, reminding you of new changes made to the app.

Tap on the “**OK**” button to close the message box and continue to use the app.



General Navigation

The Home page displays a “**Welcome!**” title bar, icons for program access, a personal information box and a summary box.



The page title at the center of the title bar tells you where you are in the App.



The menu icon at the top left corner allows you to access other functions from anywhere in the App. You may tap on the icon and then tap on the menu item you want.




The MCP Resources menu icon at the top right corner allows you to view what is new to the app and instructions on how to use the app.



When you start to go to other pages, the back icon will appear on the top right corner beside the help menu icon. It allows you to go back to the previous page you have visited.

You may access the following functions by tapping on a menu item or related elements on the page:

- [ **Your Name**] menu item
or your name as a link in the personal information box:
to view your user info from CWS/CMS; to upload or delete your photo.
- [**Home**] menu item:
to return to this “Welcome!” page.
- [**Case**] menu item,
or the Case icon,
or the number after “Number of Primary Cases”,
or the number after “Number of Secondary Cases”:
to access a list of your CWS/CMS cases. (See [page 14.](#))
- [**Referral**] menu item,
the Referral icon,
or the number after “Number of Primary Referrals”
or the number after “Number of Secondary Referrals”:
to access a list of your CWS/CMS referrals. (See [page 18.](#))
- [**Notes**] menu item
or the Notes icon:
to compose notes, attach picture, and send notes by email. (See [page 22.](#))
- [**eForm**] menu item,
or the eForm icon,
or the number after “Number of Completed Form”:
to create electronic DCFS forms, view them in PDF format, and email them.
(See [page 24.](#))

- **[KidPix]** menu item
or the KidPix icon:
to view children's photos on KidPix or upload new photos to KidPix.
(See [page 29](#).)
- **[FCSS]** menu item
or the FCSS icon:
to log in to the Foster Care Search System (FCSS).
- **[CLETS]** menu item
or the CLETS icon:
to create CLETS requests and to view status of responses. (See [page 34](#).)
- **[Logout]** menu item:
to log out of Mobile Client Portal.

You may access the following information by tapping on an item under the MCP resources menu:

- **[What's NEW!]** item:
to view a summary of updates to the MCP App.
- **[Add MCP to iPhone]** item:
to view instructions on how to create an icon for the MCP App on iPhone.
- **[Video Clips]** item:
to view video clips on how to use the MCP App.
- **[User Guide]** item:
to view this user guide.

User Information

You may view your user information from CWS/CMS by tapping on your name under “Menu” or inside the personal information box.

The screenshot shows a mobile application interface for 'User Info'. At the top is a blue header bar with a menu icon on the left, the text 'User Info' in the center, and a back arrow on the right. Below the header is a large square placeholder for a profile picture. Underneath the placeholder is a section titled 'User Info from CWS/CMS' with a blue header. This section contains several fields: 'Name' with the value 'B H', 'Employee ID' with the value '8', 'Title' with the value 'CHILDREN'S SOCIAL WORKER TRAINEE', 'Phone' with the value '(310) - ', 'Email' with the value '@dcfs.lacounty.gov', and 'Office' with the value 'COMPTON'. At the bottom of the page are two buttons: 'Upload Photo' and 'Delete Photo'.

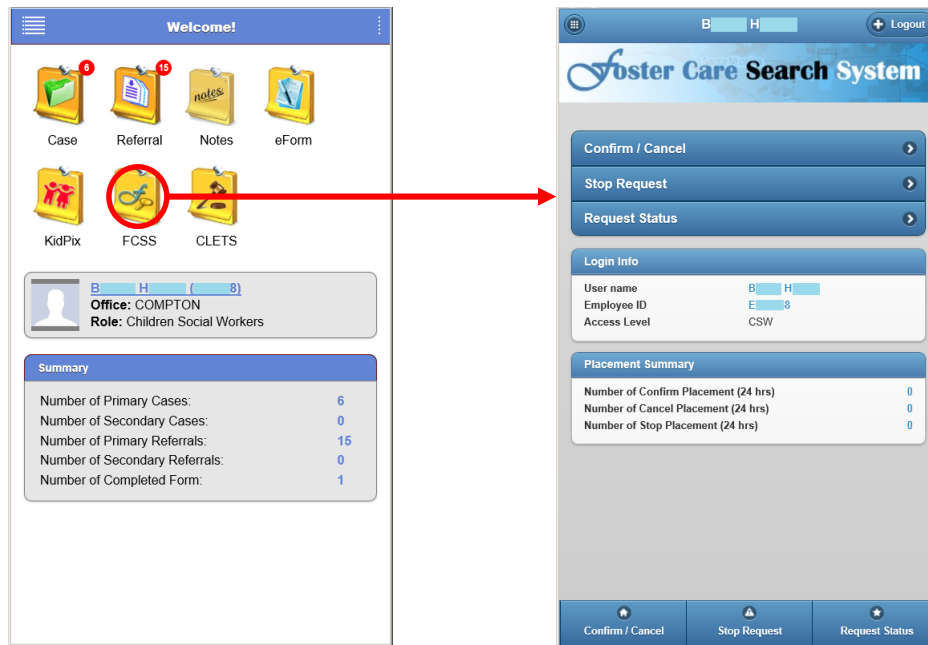
Tap on “**Upload Photo**” and you may take a photo of yourself with your phone or add a photo from your gallery. For instructions on adding a photo, see [page 40](#).

Tap on “**Delete Photo**” if you want to remove the uploaded photo.

Your photo will show on the User Info page and the Home page.

FCSS Link

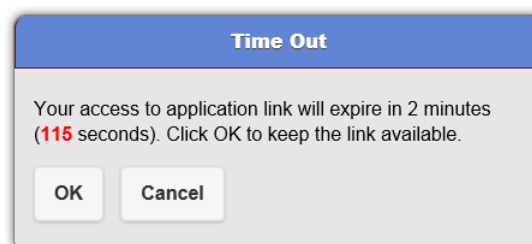
The MCP App allows quick access to the Foster Care Search System (FCSS) App. Just tap on the “FCSS” icon or tap on the menu icon and then the “FCSS” menu item, and you will be logged out of the MCP App and logged in to the FCSS App.



Logout and Time Out

You should log out from the MCP App after using it by tapping on the menu icon and the “Logout” menu item to prevent data from unauthorized access.

If you leave the App unattended for 15 minutes, a Time Out message with a 2-minute countdown will pop up to remind you:



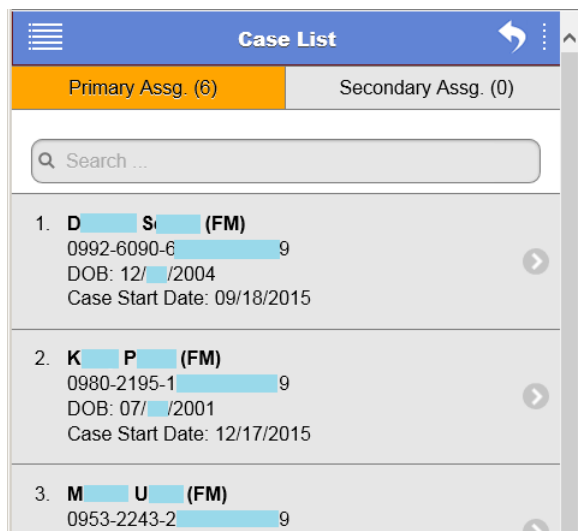
You may tap on “OK” within 2 minutes to continue working with the App, or you may tap on “Cancel” to logout. If you do not take any action, the App will log you out automatically when the countdown is complete.

Case

For Continuous Service **Workers**: The number in the red circle next to the “**Case**” icon shows the number of CWS/CMS cases in your caseload.



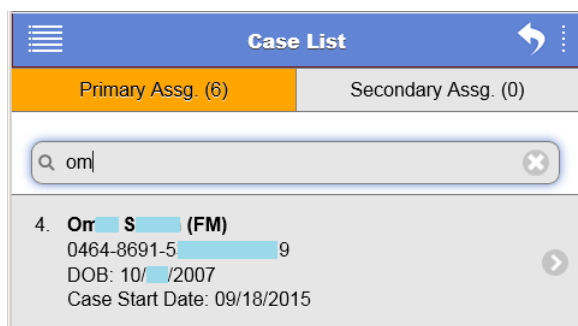
If you have CWS/CMS cases, tap on the “**Case**” icon, and you will see a list of CWS/CMS cases assigned to you, organized in two tabs.



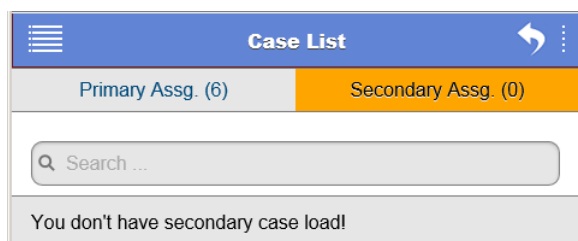
The “**Primary Assg.**” Tab of “**Case List**” lists your primary cases in the order of children names. Each case record shows these information:

- Child’s name and a service component type.
- Case number.
- Child’s date of birth.
- Case start date.

Tap on a record to view the detail page of a CWS/CMS case.



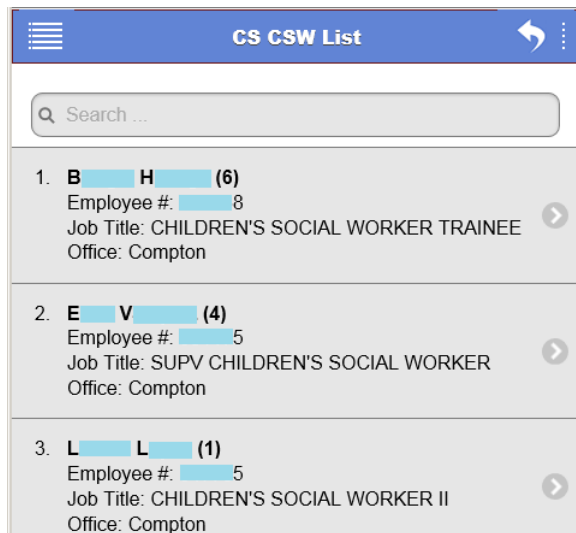
If the list is too long, you may type in the search box part of a child’s name, and only records with child’s name matching the search will show.



Tap on “**Secondary Assg.**” Tab to see the list of your secondary cases. Come here directly by tapping on the number after “**Number of Secondary Cases**” on the home page. Tap on “**Primary Assg.**” Tab to go back to your primary cases.

For **Supervisors**: The number in the red circle next to the “**Case**” icon shows the total number of CWS/CMS cases in the caseload of Continuing Service Children Social Workers (CS CSW) under your supervision.

If there are CWS/CMS cases, tap on the “Case” icon, and you will see a list of CS CSW:



The “CS CSW List” lists all CSW with cases under your supervision in the order of workers’ names. Your name appears here if you have cases too. Each worker record shows these information:

- Worker’s name and number of cases assigned.
- Worker’s employee number
- Worker’s job title
- Worker’s office

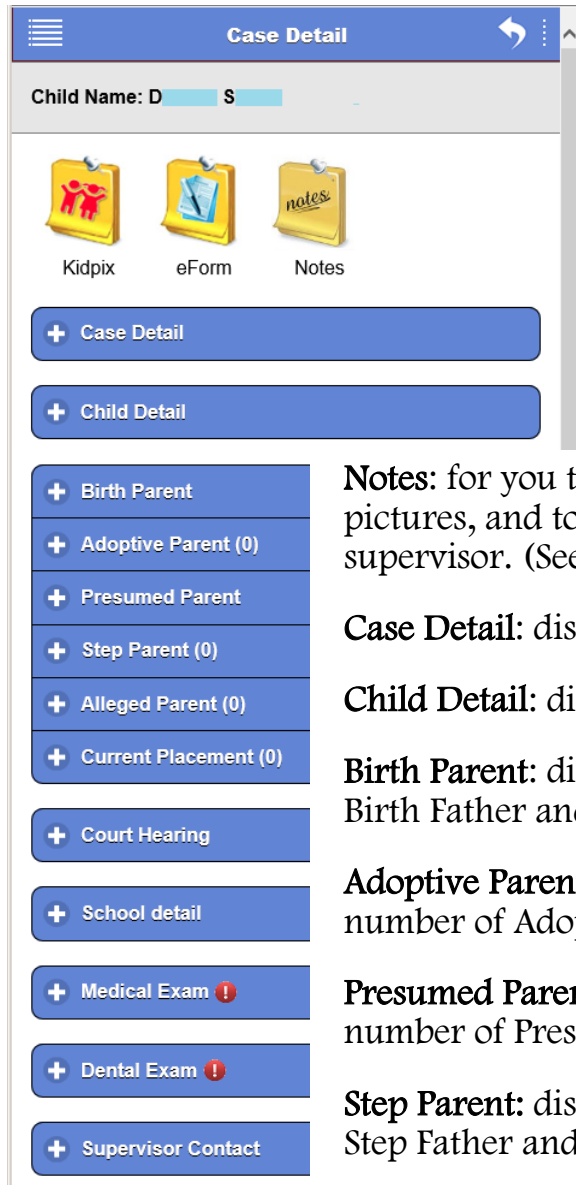
Tap on a record to view the “Case List” as it is seen by the worker.

The flows of pages for the two roles are summarized in the diagram below:



Case Detail Page

This page provides details of a CWS/CMS case. You may also create electronic forms and compose notes about the case.



Child Name: displays the name of the child of the case.

KidPix: allows access to photos of the child in KidPix and easy updates. (See more discussion on [page 29.](#))

eForm: for you to create electronic forms, to view submitted forms, to print them, and to email them. (See more discussion on [page 24.](#))

Notes: for you to compose notes about your case, to attach pictures, and to email the notes to yourself and your supervisor. (See more discussion on [page 22.](#))

Case Detail: displays CWS/CMS case information.

Child Detail: displays child information.

Birth Parent: displays name, address, and phone number of Birth Father and/or Mother.

Adoptive Parent: displays name, address, and phone number of Adoptive Father and/or Mother.

Presumed Parent: displays name, address, and phone number of Presumed Father and/or Mother.

Step Parent: displays name, address, and phone number of Step Father and/ or Mother.

Alleged Parent: displays name, address, and phone number of Alleged Father and/ or Mother.

Current Placement: displays name, address, and phone number of current placement.

Court Hearing: displays scheduled hearing(s) for a child plus one most recent past hearing.






School Detail: displays name, address, and attending date of the school the child is attending.

Medical Exam: displays the child's medical exam information.

Dental Exam: displays the child's dental exam information.

Supervisor Contact: displays name, phone number, and email of the supervisor of a **Worker**. (A **Supervisor** will not see this section.) The supervisor's contact info is pulled from the ISD Active Directory. For instructions on updating a phone number in the ISD Active Directory, please see [page 36](#).

Notes on navigation helpers:

-  A zero means no information is available for the section.
-  Tap on a “+” to expand the contents in a section. (A “–” will then show.) For sections in a group (i.e., the parent/placement group), expanding one section automatically collapses other sections.
-  Tap on a “–” to collapse the contents in a section.
-  An exclamation mark in a red circle is an alert to the data of that section. For example: an alert to Medical Exam means missing or past-due date.
-  When a “>” shows up, you may tap it to view the detail page. For example: tapping on an address will show a map of the place.

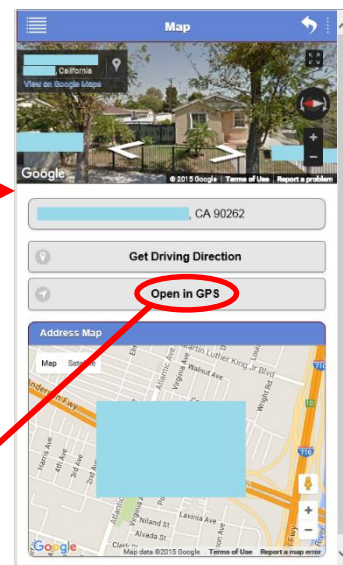
Tapping on “–” collapses this section.

Tapping on “+” expands this section, and other sections in this group will collapse.

Tap to call the phone number



Tap to start navigation.



For instructions on getting back from GPS navigation, see [page 38](#).

Referral

For Emergency Response **Workers**: The number in the red circle next to the “**Referral**” icon shows the number of CWS/CMS referrals in your caseload.



Referral

If you have CWS/CMS referrals, tap on the “**Referral**” icon, and you will see a list of CWS/CMS referrals assigned to you, organized in two tabs.

The “**Primary Assg.**” Tab of “**Referral List**” lists your primary referrals in the order of referral names. Each referral record shows these information:

- Referral name
- Referral number.
- Received date.

Tap on a record to view the detail page of a CWS/CMS referral.

If the list is too long, you may type in the search box part of a referral name, and only records with referral names matching the search will show.

Tap on “**Secondary Assg.**” Tab to see the list of your secondary referrals. Come here directly by tapping on the number after “**Number of Secondary Referrals**” on the home page. Tap on “**Primary Assg.**” Tab to go back to your primary referrals.

For **Supervisors**: The number in the red circle next to the “**Referral**” icon shows the total number of CWS/CMS referrals in the caseload of Emergency Response Children Social Workers (ER CSW) under your supervision.

If there are CWS/CMS referrals, tap on the “**Referral**” icon, and you will see a list of ER CSW:

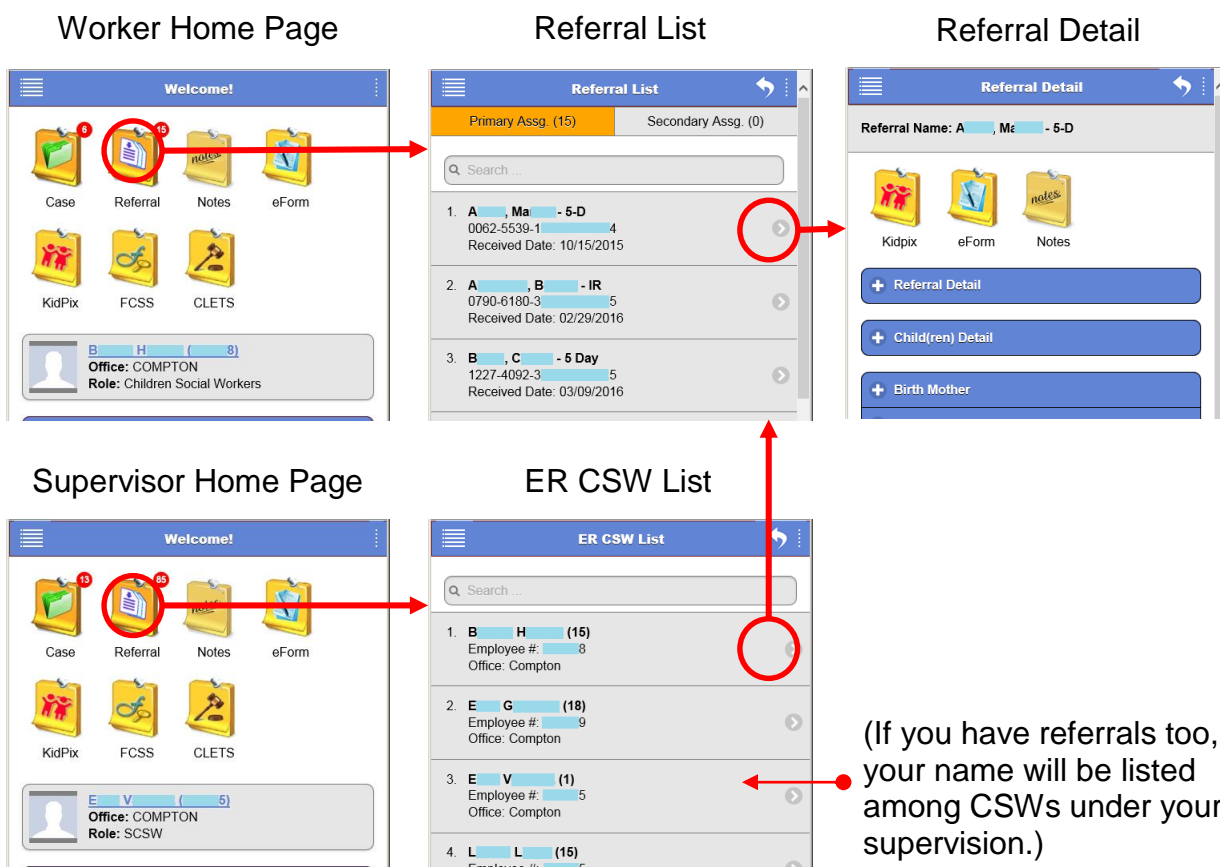


The “**ER CSW List**” lists all CSW with referrals under your supervision in the order of workers’ names. Your name appears here if you have referrals too. Each worker record shows these information:

- Worker’s name and number of referrals assigned.
- Worker’s employee number
- Worker’s office

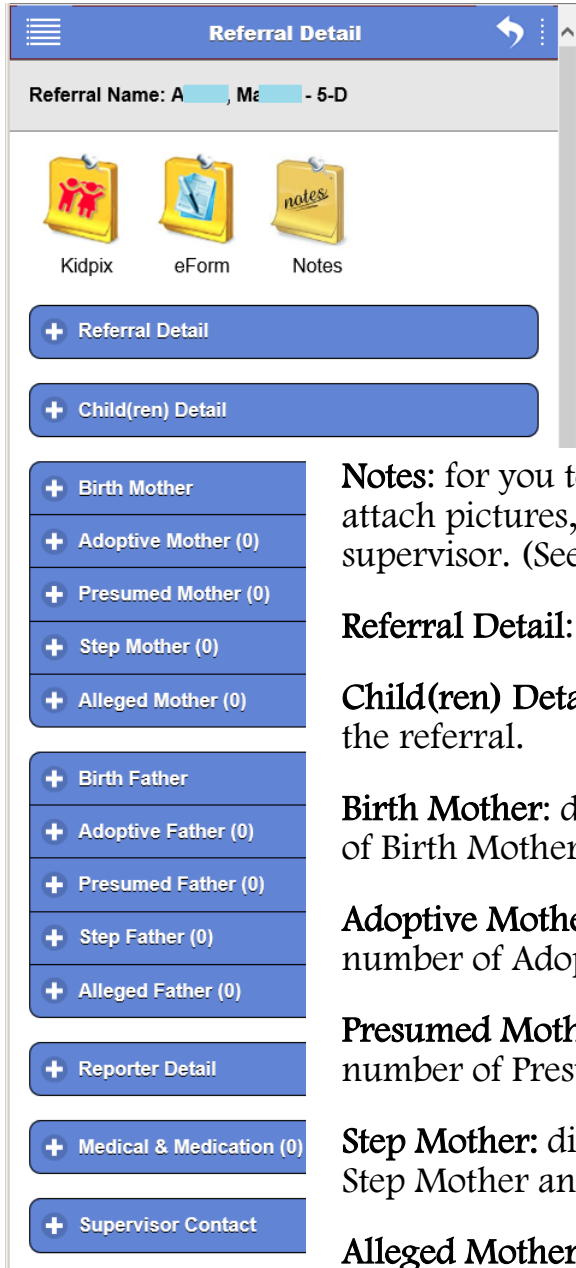
Tap on a record to view the “**Referral List**” as it is seen by the worker.

The flows of pages for the two roles are summarized in the diagram below:



Referral Detail Page

This page provides details of a CWS/CMS referral. You may also create electronic forms and compose notes about the referral.



Referral Name: displays the name of the referral.

KidPix: allows access to photos of the child in KidPix and easy updates. (See more discussion on [page 29.](#))

eForm: for you to create electronic forms, to view submitted forms, to print them, and to email them. (See more discussion on [page 24.](#))

Notes: for you to compose notes about your referral, to attach pictures, and to email the notes to yourself and your supervisor. (See more discussion on [page 22.](#))

Referral Detail: displays CWS/CMS referral information.

Child(ren) Detail: displays information of child(ren) under the referral.

Birth Mother: displays name, address, and phone number of Birth Mother and her child(ren).

Adoptive Mother: displays name, address, and phone number of Adoptive Mother and her child(ren).

Presumed Mother: displays name, address, and phone number of Presumed Mother and her child(ren).

Step Mother: displays name, address, and phone number of Step Mother and her child(ren).

Alleged Mother: displays name, address, and phone number of Alleged Mother and her child(ren).





Birth Father / Adoptive Father / Presumed Father / Step Father / Alleged Father: displays name, address, and phone number of the Father and his child(ren).

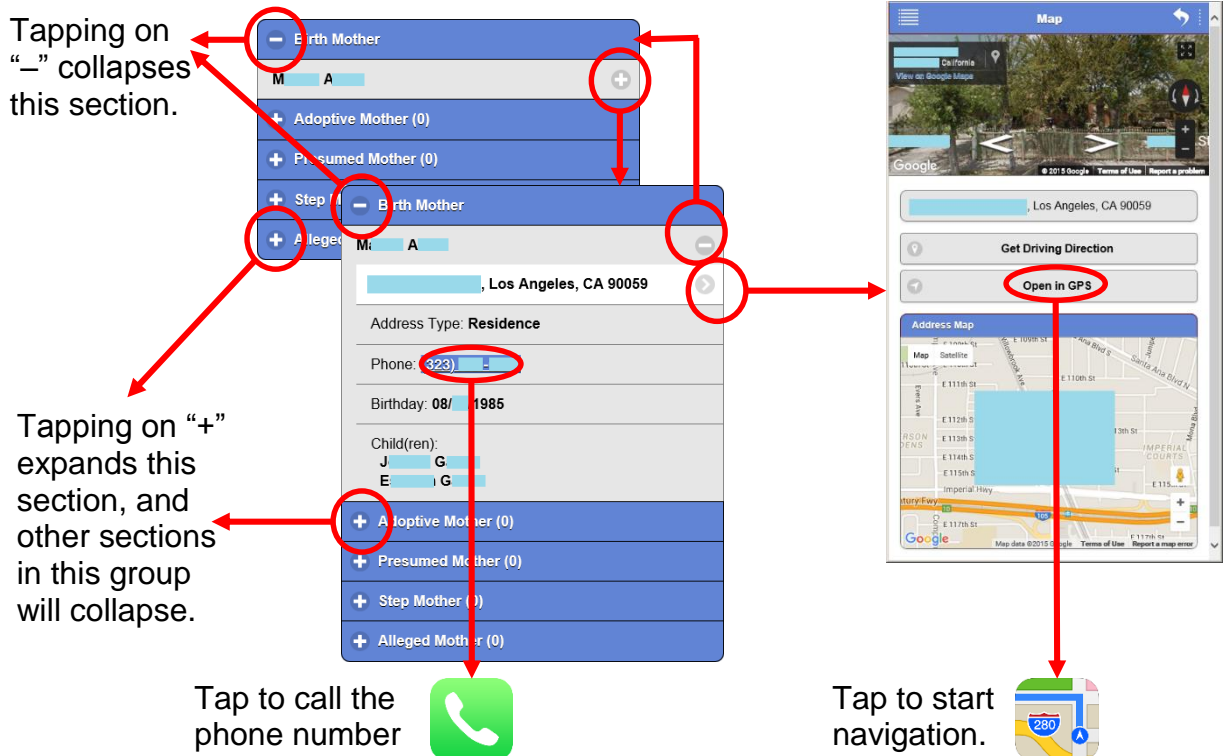
Reporter Detail: displays reporter information such as name and phone number of a reporter and name of a mandated reporter.

Medical & Medication: displays the child(ren)'s diagnosed health condition(s) and medication prescribed for the condition(s).

Supervisor Contact: displays name, phone number, and email of the supervisor of a Worker. (A Supervisor will not see this section.) The supervisor's contact info is pulled from the ISD Active Directory. For instructions on updating a phone number in the ISD Active Directory, please see [page 36](#).

Notes on navigation helpers:

-  A zero means no information is available for the section.
-  Tap on a "+" to expand the contents in a section. (A "-" will then show.) For sections in a group (i.e., the mother group or the father group), expanding one section automatically collapses other sections.
-  Tap on a "-" to collapse the contents in a section.
-  When a ">" shows up, you may tap it to view the detail page. For example: tapping on an address will show a map of the place.



Tapping on "-" collapses this section.

Tapping on "+" expands this section, and other sections in this group will collapse.

Tap to call the phone number

Tap to start navigation.

For instructions on getting back from GPS navigation, see [page 38](#).

Notes

“**Notes**” is the easiest way to keep track of your thoughts and ideas. This page allows you to compose notes, attach pictures, and email notes to yourself and/or your supervisor.



Notes

We have an auto-save feature built into the App. If you have stopped typing text in the Notes field for 10 seconds, the App will automatically save your notes and your unfinished notes will remain in the App until you send it out.

Compose Notes from Home Page

You may compose notes on a case or referral that is not in your caseload or not yet shown up in the App. From the Home page, tap on the “**Notes**” icon and go to the Compose Note page.

Child Name: enter a child’s name.

Birthday: enter the child’s date of birth.

Gender: enter the child’s gender.

Notes: enter notes, up to 4000 characters. You may enter by dictation instead of typing on an iPhone. (See [page 43](#))



Add Photo

Tap on the “**Add Photo**” icon to add a photo from the camera or photo gallery on your phone to send it as an attachment with your notes. (For instructions on adding a photo, see [page 40](#).)



Del Photo

Tap on the “**Delete Photo**” icon to remove an uploaded photo from your notes.



Email

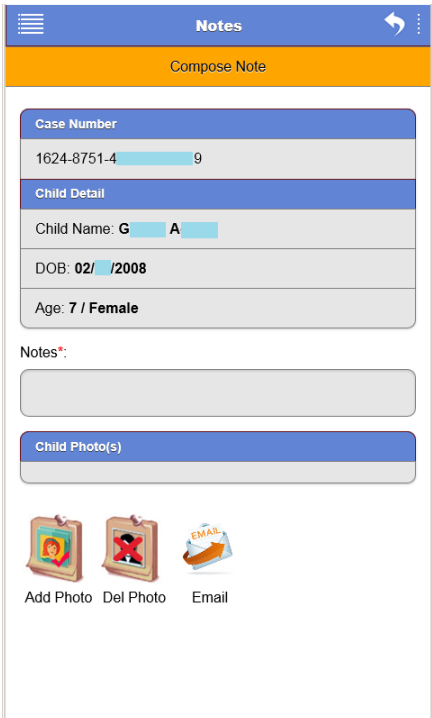
Tap on the “**Email**” icon to email the composed notes with or without photo to yourself and/or your supervisor.

Note: By default, the “**To:**” field is filled with your email address, and the “**CC:**” field is filled with your supervisor’s email address.

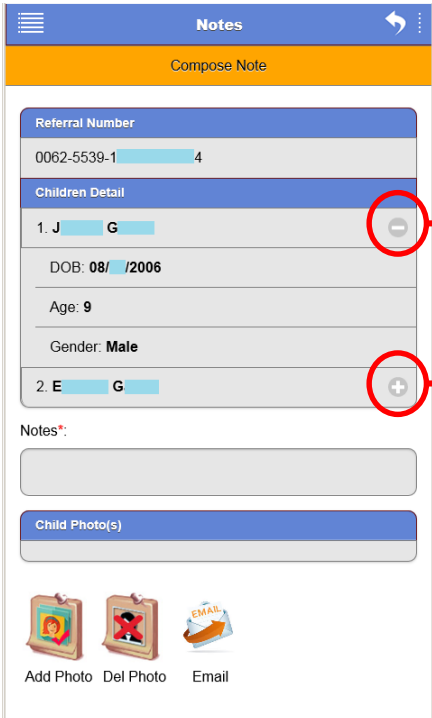
Compose Notes from Case Detail or Referral Detail

You may also compose notes in a CWS/CMS case or referral caseload. In a focus child's "**Case Detail**" or "**Referral Detail**" page, tap on the "**Notes**" icon to create notes for the case or referral. The case number or referral number is displayed with the child(ren) detail including name, date of birth, age, and gender.

Notes from Case Detail



Notes from Referral Detail



For referrals with multiple children:

Tapping on “-” collapses child info.

Tapping on “+” expands child info.

Notes: enter notes, up to 4000 characters. You may enter by dictation instead of typing on an iPhone. (See [page 43](#))



Add Photo

Tap on the “**Add Photo**” icon to add a photo from the camera or photo gallery on your phone to send it as an attachment with your notes. (For instructions on adding a photo, see [page 40](#).)



Del Photo

Tap on the “**Delete Photo**” icon to remove an uploaded photo from your notes.



Email

Tap on the “**Email**” icon to email the composed notes with or without photo to yourself and/or your supervisor.

Note: By default, the “**To:**” field is filled with your email address, and the “**CC:**” field is filled with your supervisor’s email address.

eForm

The “**eForm**” page allows you to create DCFS forms electronically, view them in PDF format, and email them to yourself and/or your supervisor. You may access it by tapping on the “**eForm**” icon on the “**Home**” page, “**Case Detail**” page or the “**Referral Detail**” page.



eForm

Access from Home Page, Case Detail, or Referral Detail

An access from the “**Home**” page allows you to work on a case or referral that is not in your caseload or not yet shown up in the App. Tapping on the “**eForm**” icon will take you directly to the “**My eForm**” Tab.

This referral has multiple children. Please select one child to process your request.

Select Children	
E	G
DOB: 10/ /2003	
Age: 12	
Gender: Male	
J	G
DOB: 08/ /2006	
Age: 9	
Gender: Male	

For an access from “**Referral Detail**” and the referral has more than one child, you will be asked to select a child first. Tap on the record of a child to access his or her forms.

If a referral has only one child or for an access from “**Case Detail**”, as each case has only one child, you will be directed automatically to the forms of that child.

My eForm Tab

The “**Form**” page has two tabs: “**My eForm**” and “**New eForm**”.

My eForm New eForm

Search...

DCFS 67B - Consent To Interview A Child Submitted By Bridget Hidalgo Submitted Date 1/20/2016 10:55:01 AM Office Belvedere	>
DCFS 67B - Consent To Interview A Child Submitted By Bridget Hidalgo Submitted Date 1/19/2016 4:05:45 PM Office Belvedere	>

If you access “**eForm**” from the “**Home**” page, “**My eForm**” tab will show all the DCFS forms you have created, together with the submitted date and time, whether they are created under Home Page access, under a case, or under a referral.

You may type in the search box to shorten the list.

If you access “eForm” from “Case Detail” or “Referral Detail”, “My eForm” tab will display information of the selected child and a list of DCFS form(s) that has been created and submitted on the child.

For an access from a case or a referral, **My eForm** tab consists of two sections:

Child Detail section: displays child information including name, date of birth, age, gender, and the CWS/CMS case number or referral number.

Submitted Form section: displays a list of DCFS form(s) that have been created and submitted on the child, together with the submitted date and time of the forms.

To view, print, or email a submitted electronic signature form, tap your selection from the “Submitted Form” section.

The content of the selected form is then displayed. You will usually need to scroll the form to see it completely. At its bottom, there are two icons:



PDF

Tap on the “**PDF**” icon to view the submitted electronic signature form in a PDF view. You may then print it if your device is connected to a printer.



Email

Tap on the “**Email**” icon to email the submitted electronic signature form to yourself, your supervisor, or anyone. A dialog box will pop up to ask you for email addresses and comments.

For instructions on getting back from a PDF view, see [page 37](#).

New eForm Tab

“**New eForm**” tab displays a list of DCFS forms that you can create and submit on a child. We have automated four DCFS forms with electronic signature capability.

The screenshot shows the 'eForms' app interface. At the top, there's a blue header with a menu icon, the text 'eForms', and a back arrow. Below the header, there are two tabs: 'My eForm' and 'New eForm', with 'New eForm' being the active tab. Under the 'New eForm' tab, there's a search bar labeled 'Search...'. Below the search bar, there's a list of DCFS forms, each with a right-pointing arrow icon. The forms listed are:

- DCFS 67B - Consent To Interview A Child
- *DCFS 179 - Parental Consent and Authorization for Medical Care and Release of Health and Education Records (Condensed Version)
- *DCFS 179-MH - Parental Consent for Child's Assessment & Participation in Mental Health and/or Regional Center Developmental Services (Condensed Version)
- *DCFS 179-PHI - Authorization for Disclosure of Child's Protected Health Information (PHI) (Condensed Version)
- DCFS 485 - Primary Language Designation Form For Parents/Legal Guardians/Children
- DCFS 802 - Family Preservation Program (FPP) - Consent to Release and Exchange Information
- DCFS 5649 - Indian Ancestry Questionnaire

At the bottom of the list, there's a note: '*Note: worker is required to carry and present an original form to a client at the time of their signing a form.'

You may tap on one of the following form names displayed:

- **DCFS 67B** – Consent to Interview a Child
- **DCFS 179* (Condensed Version)** – Parental Consent and Authorization for Medical Care and Release of Health and Education Records
- **DCFS 179-MH* (Condensed Version)** – Parental Consent for Child’s Assessment & Participation in Mental Health and/or Regional Center Developmental Services
- **DCFS 179-PHI* (Condensed Version)** – Authorization for Disclosure of Child’s Protected Health Information
- **DCFS 485** – Primary Language Designation Form For Parents/Legal Guardians/Children
- **DCFS 802** – Family Preservation Program (FPP) – Consent to Release and Exchange Information
- **DCFS 5649** – Indian Ancestry Questionnaire

***Note:** For DCFS 179, DCFS 197-MH and DCFS-PHI forms, a worker is required to carry and present an original form to a client at the time of his or her signing it. The content of each form is too long, and it is difficult for a client to see everything on an iPhone. Therefore, we removed most content from the electronic forms, leaving only the signature fields for a client to do their eSignature.

The screenshot shows the 'eForms' app interface. At the top, there are tabs for 'My eForm' and 'New eForm'. Below these is a search bar containing the text '802'. Under the search bar, there is a section titled 'Form Name' which lists 'DCFS 802 - Family Preservation Program (FPP)' with the subtitle 'Consent to Release and Exchange Information'.

If the list is too long, as we may have more forms in the future, you may type in the search box the form number or part of the name of the form, and only forms that match your searching criteria will show.



Once you tap on a form in the “**Form Name**” section, the content is displayed with some information related to the child filled in. Follow instructions on the form to edit and complete the information, sign at specified places, and tap on the “**SUBMIT**” button.

For example, if you tap on the form DCFS 67B, you will see the electronic form on the right.

These text boxes will be filled automatically with the names of the legal guardian and the child. Make sure they are correct and make necessary changes.

Fill in the blank text boxes.

The screenshot shows the 'DCFS 67B - Conse...' form. At the top, there is a header bar with the title 'DCFS 67B - Conse...'. Below this, there are several text boxes and signature areas. Red arrows point from the explanatory text on the left to specific parts of the form: one arrow points to the 'I, M. A.' text box; another points to the 'J. G.' text box; and three arrows point to the signature areas labeled 'MA (initial)'.

(Scroll down to see the rest of the form.)

Sign in the signature box.

The date box will be filled automatically with today's date, which may be changed when necessary.

Tap the check box if necessary, and fill in the date.

Sign in the signature box.

The date box will be filled automatically with today's date, which may be changed when necessary.

Tap **"SUBMIT"** when the form is complete.

The screenshot shows a mobile application interface for a form. It contains two signature sections. The first section is for the 'Parent's Signature' and includes a 'Clear' link. Below the signature box is a 'Date:' field containing '11/18/2015'. The second section is for 'CSW's Signature' and also includes a 'Clear' link. Below the signature box is a 'Date:' field containing '11/18/2015'. Between these two sections is a checkbox labeled 'The parent declined to sign the form'. At the bottom of the form is a blue circular button with the word 'SUBMIT' in white. Red arrows from the text on the left point to the signature boxes, the date fields, the checkbox, and the 'SUBMIT' button.

Parent's Signature [Clear](#)

Date: 11/18/2015

☐ The parent declined to sign the form

Date: 11/18/2015

CSW's Signature [Clear](#)

Date: 11/18/2015

SUBMIT

KidPix

The MCP App allows convenient access to KidPix. You may view existing children's photos or upload new ones easily with your mobile device.



Kidpix

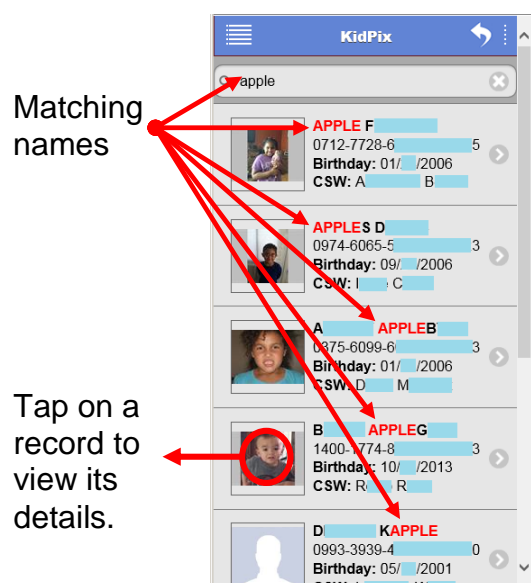
Access from Home Page



Tap on the “**KidPix**” icon, and you will see a list of all existing children records, whether the children are in your caseload or not. Each record shows these information:

- Thumbnail of the most recent photo of the child
- Child's name
- Case number
- Child's date of birth
- Name of CSW on the case

At the bottom is the current page number and total number of pages. You may swipe up and down to see other records on the same page, and you may tap on “**Next**” and “**Prev**” to see records on other pages. Each page shows 15 records.



Since the list is very long, you will usually need to type in the search box part of a child's name and only records with children's name matching the search will show. The matching part is highlighted in red color.

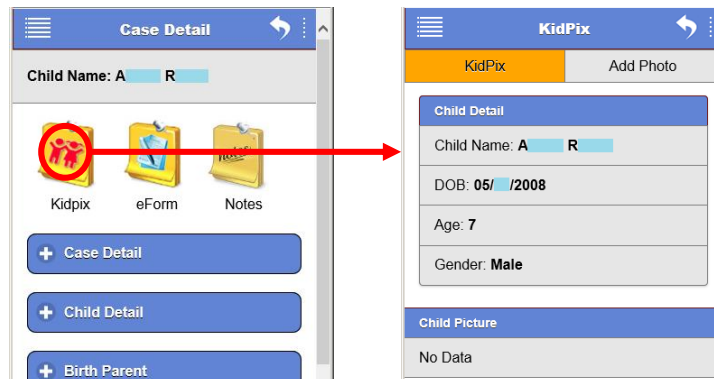
If there are less than 15 matching records, the page navigation bar at the bottom will not show.

Tap on a record if you want to view existing photos of the child or to add new photos.

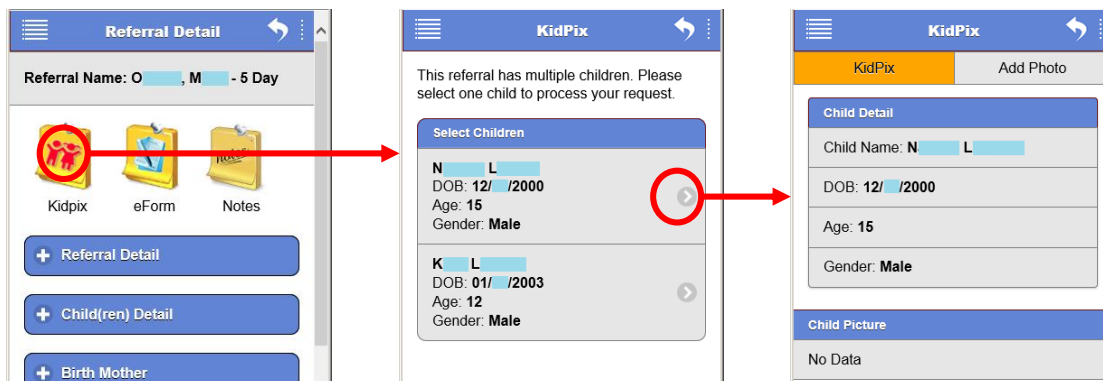
Access from Case Detail or Referral Detail

You may also access KidPix from within a CWS/CMS case or referral caseload. In a “Case Detail” or “Referral Detail” page, tap on the “KidPix” icon to view related KidPix records.

If it is a case, which has only one child, or if it is a referral having only one child, you will be directed to the child’s KidPix page.



If it is a referral having two or more children, you will be asked to select a child from a list to see the child’s KidPix page.



Operations within a KidPix Child Record

For each KidPix child record, you will have access to three pages: the “KidPix” tab, which is the main page, the “Add Photo” tab for adding new photos, and the Edit Info page for updating or deleting records.



“KidPix” Tab (main page)

Whether you are accessing from the Home Page, Case Detail or Referral Detail, the main page you will first see is the KidPix Tab. You may go back to this page from other pages by tapping on the “**KidPix**” tab. It has two areas:

- **Child Detail:** shows “**Name**”, “**Date of birth**”, “**Age**” and “**Gender**”.
- **Child Picture:** shows a list of records, each with a thumbnail of the child’s photo, “**Title**”, “**Date picture taken**”, “**Description**”, and whether “**Picture is used in MissingKidsLA.com**”.

You may tap on the thumbnail or the “**Title**” link of a record to see its detail page, to edit its information, to change its photo, or to delete the record.

You may tap on the “**Add Photo**” tab to add a new photo.

Edit Info page (detail page)

The detail page for editing info appears when you select a photo record. It shows a larger version of the child’s uploaded photo and information about the photo in editable boxes.

You may make updates and tap on the “**Update & Replace Photo**” icon to save them and to change the photo. (For instructions on uploading a photo, see [page 40.](#))

You may make updates and tap on “**Submit**” to save them.

You may tap on the “**Delete**” icon to remove the current record from the child’s picture collection.

You may tap on the “**KidPix**” or “**Add Photo**” to go to the other pages **without saving** the changes.

“Add Photo” Tab:

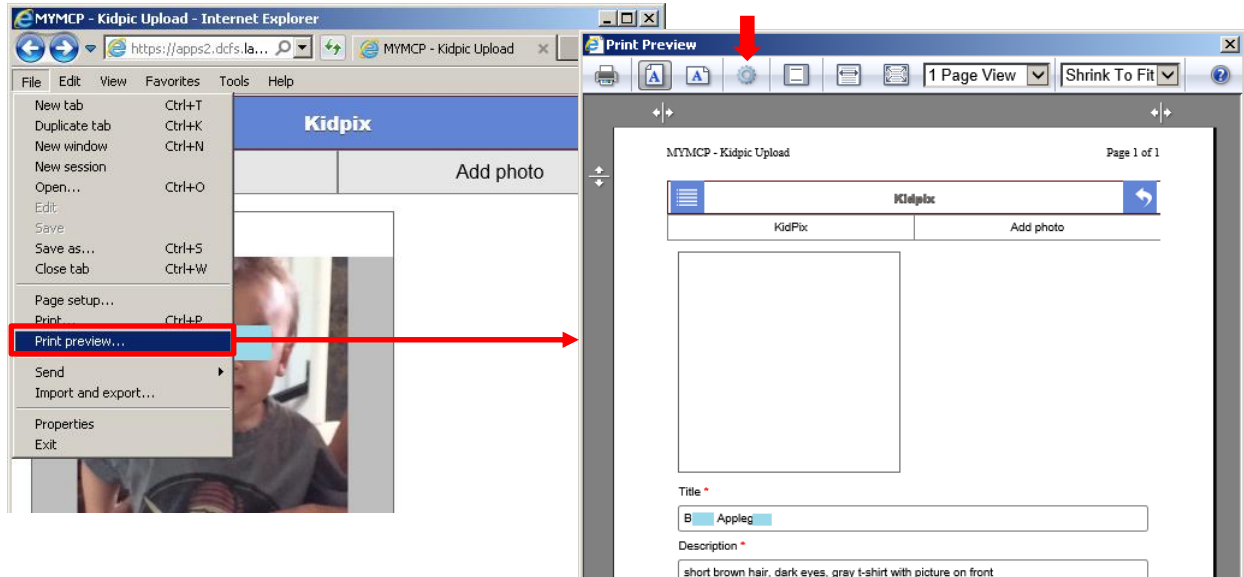
The “Add Photo” page appears when you tap on the “**Add Photo**” tab. It allows adding a new record to the child’s photo collection in KidPix.

You may add info about the photo to be added and tap on “**Submit & Add Photos**” to save and add a photo. (For instructions on uploading a photo, see [page 40.](#))

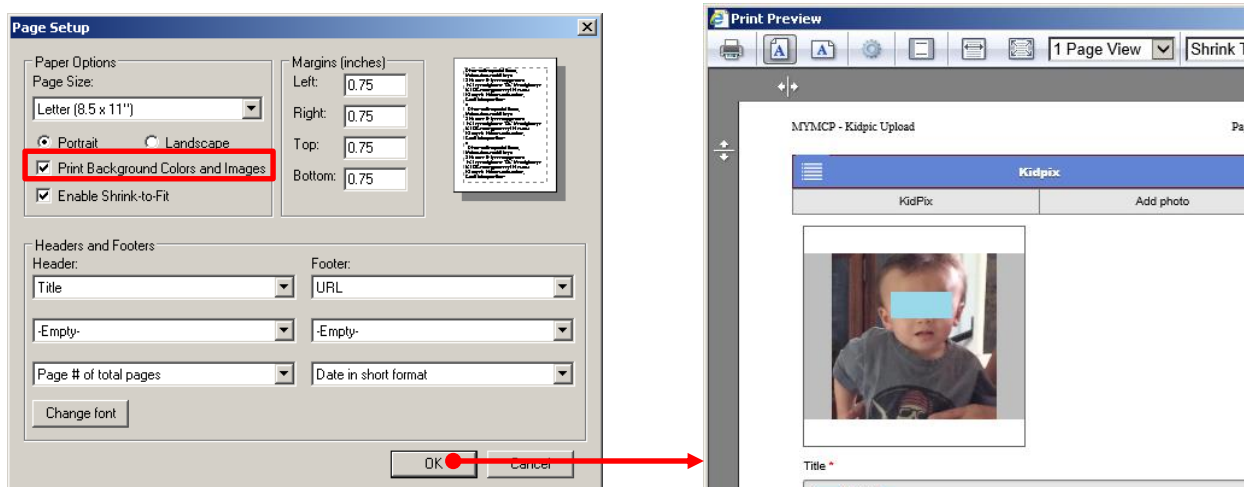
You may tap on “**KidPix**” to go back to the main page **without saving**.

Setting to Print a KidPix Page on a Desktop Computer

When you try to print a page of KidPix from a desktop computer, sometimes the child's photo does not print. You can fix that by changing a browser setting.



Click “**File** → **Print preview...**” to preview printing. You may see the preview not showing the photo. (In case the “**File**” menu does not show on your browser, press the [Alt] button on your keyboard.) Click the “gear” icon on the “**Print Preview**” window as highlighted, and you will see the “**Page Setup**” dialog box.



Make sure the checkbox before “**Print Background Colors and Images**” is checked and click the “**OK**” button, and the child's photo will show on “**Print Preview**” and will be printed. The browser will remember your setting, so you may not need to set it again the next time.

CLETS

“**CLETS**” is the mobile version of “**CLETS Create Request**” function in the Criminal Clearance Tracking System (CCTS). It allows you to send requests for criminal background checks for caregivers through the California Law Enforcement Telecommunications System (CLETS).



This mobile version allows you to create a simple CLETS request and receive the result in MY CLETS portion of the mobile app. The result is a snap shot similar to the email generated through CCTS. It provides a status of the result from the California Department of Justice (DOJ). To see the complete document, you will have to go into CCTS or your outlook email.

Tap on the “**CLETS**” icon, and you will see the CLETS page:

The “**Submitted CLETS**” tab allows you to see previously submitted CLETS requests. Tap on the button with a down arrow and you may select to see all requests up to 7 days old or up to 14 days old.

The “**Create CLETS**” tab allows you to create a new CLETS request.

To create a new CLETS request, tap on the “**Create CLETS**” tab and fill in these boxes:

- **Minor Name:** name of the child concerned.
- **Applicant First Name:** first name of the person to be checked.
- **Applicant Last Name:** last name of the person to be checked.
- **Applicant Birthday:** date of birth of the person to be checked.

Tap on the “**Submit**” button to submit the request.

The CLETS request will be created with a generic Case# 111111. You will see a message “**CLETS Request Submitted!**”

The information of the Applicant are cleared, and you may submit another applicant for the same child.

To see the status of newly created requests, tap on “**Submitted CLETS**” and then select the date range from the drop down.

If the list is too long, you may type in the search box part of a child’s name, an applicant’s name, an applicant’s DOB or a submitted date, and only matching records will show.

1.	B H	(1)	Employee #: 8	Office: Compton
2.	B C	(2)	Employee #: 4	Office: Compton
3.	E V	(5)	Employee #: 5	Office: Compton

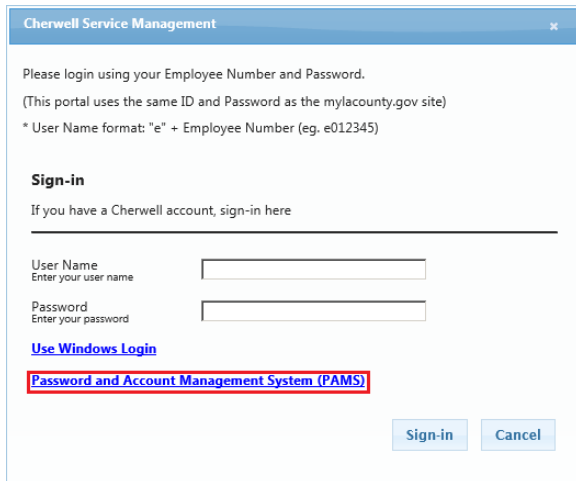
For **Supervisors**: You will see a list of CSWs with the count of the number of CLETS requests. If you have created CLETS too, your name will be listed among CSWs under your supervision.

Click on your name or the name of a CSW on the list to see the status of CLETS requests submitted by that person.

Updating Phone Numbers in the ISD Active Directory

■ **COMPUTER SUPPORT** **MySelfService** DCFS Service Request
Coordinators | New Printer Info | Computer Support Site | Dragon
Speaking | Help Desk (562) 658-1606

From the “LAKids” web page:
Select “MySelfService” from the
Computer Support Section.



Cherwell Service Management

Please login using your Employee Number and Password.
(This portal uses the same ID and Password as the mylacounty.gov site)
* User Name format: "e" + Employee Number (eg. e012345)

Sign-in

If you have a Cherwell account, sign-in here

User Name
Enter your user name

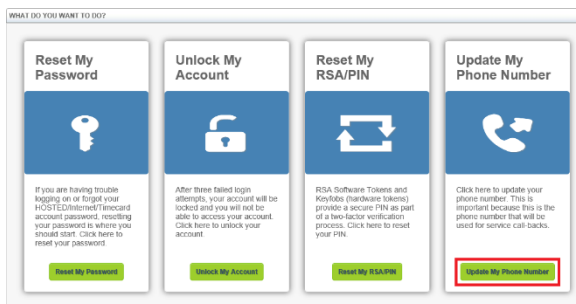
Password
Enter your password

[Use Windows Login](#)

[Password and Account Management System \(PAMS\)](#)

Sign-in Cancel

On the “Cherwell Service
Management” sign-in screen:
Click on the “Password and Account
Management System (PAMS)” link.



WHAT DO YOU WANT TO DO?

Reset My Password

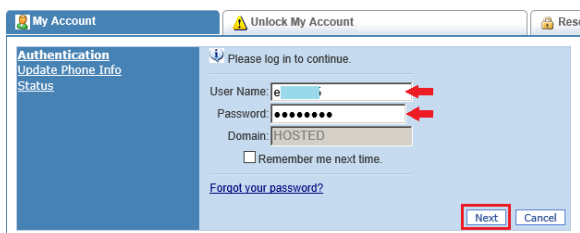
Unlock My Account

Reset My RSA/PIN

Update My Phone Number

Update My Phone Number

On the “Password & Account
Management System” screen:
Click on the [Update My Phone
Number] button.



My Account

Unlock My Account

Authentication

Update Phone Info

Status

Please log in to continue.

User Name: e

Password:

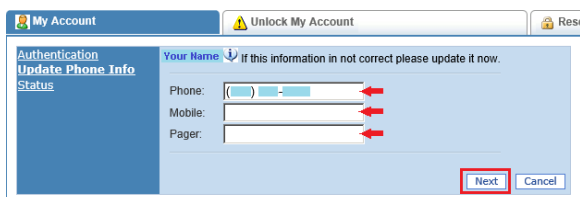
Domain: HOSTED

☐ Remember me next time.

[Forgot your password?](#)

Next Cancel

At “Authentication”:
Enter your employee number and
Internet password to log in.
Click [Next] to continue.



My Account

Unlock My Account

Authentication

Update Phone Info

Status

Your Name: If this information is not correct please update it now.

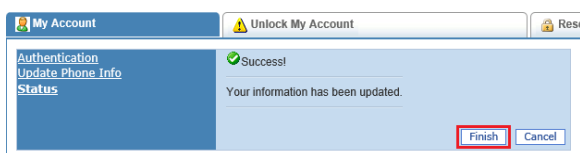
Phone: ()

Mobile:

Pager:

Next Cancel

At “Update Phone Info”:
Enter your correct phone number(s)
and click [Next].



My Account

Unlock My Account

Authentication

Update Phone Info

Status

Success!

Your information has been updated.

Finish Cancel

You are done with the update.
Click [Finish] to end the update
process.

Operations of iPhone

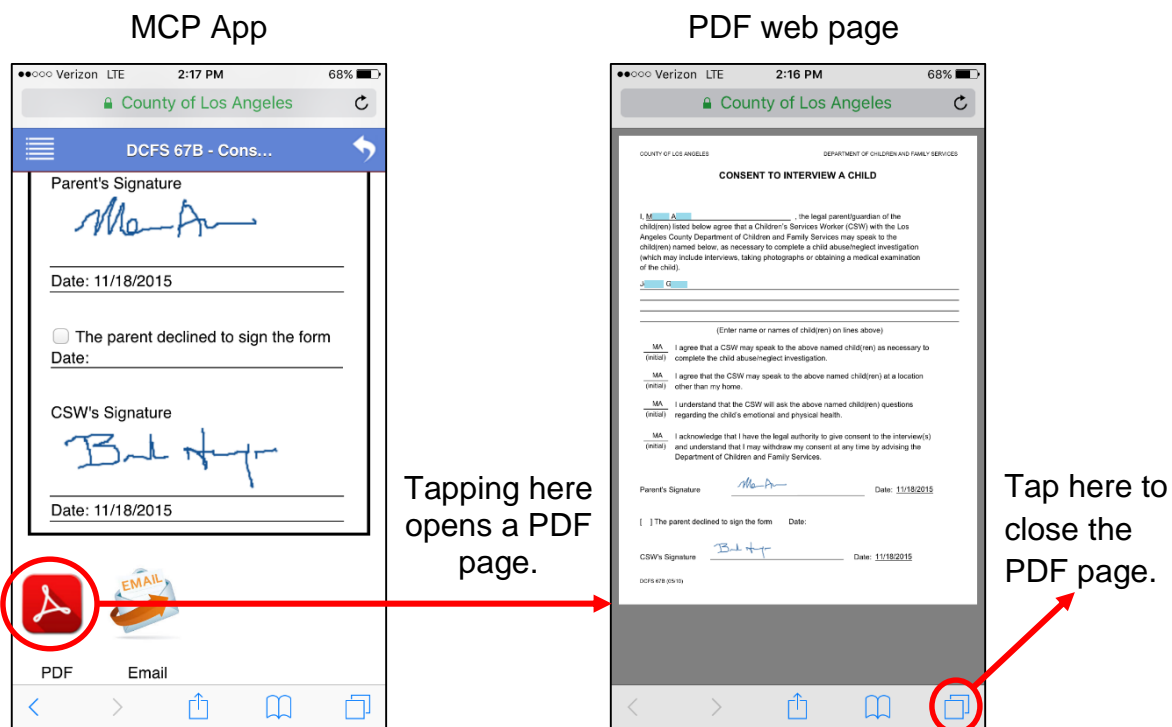
The Mobile Client Portal is a web application. On your iPhone, it usually runs on “Safari”. In case you are interrupted by other apps or are brought back to the home screen, you may continue to use it by tapping on the “Safari” icon.




Within the MCP App, the “PDF” and “GPS” functions open a new page or a new app. The following sections are instructions on how to get back to the MCP app.

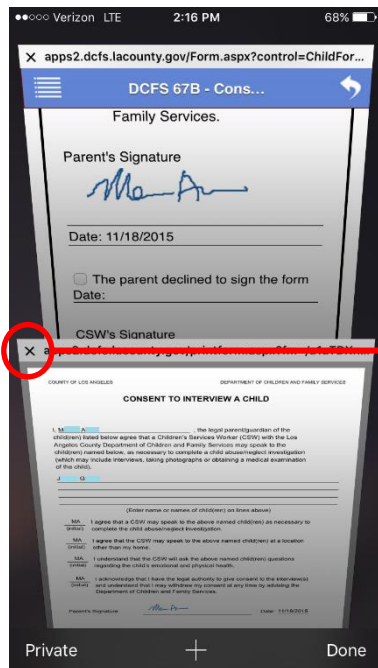
From PDF Back to MCP App (Switching Page within Safari)

If you tap on the PDF icon at the end of a form, you will open the form in PDF format, which will be shown in a new browser page, which does not have any back button.



To close the PDF page, you need to tap on the  icon at the bottom right corner. Multiple pages will be shown, and you may close the PDF page by tapping on the “×” of the page. Tap on the page you are working on or press “Done” at the bottom right corner to continue working with the MCP App.

Multiple web pages



Tap on "x" to close a page.

After closing PDF page

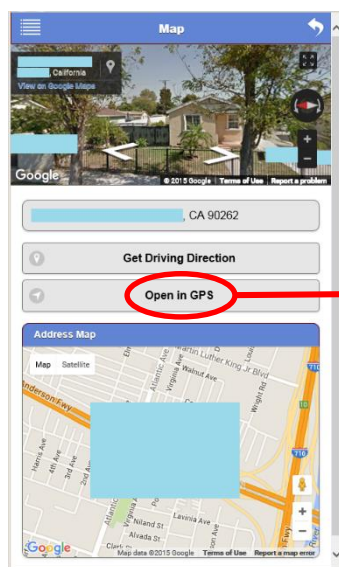


Tap on the form or "Done" to go back to work on MCP.

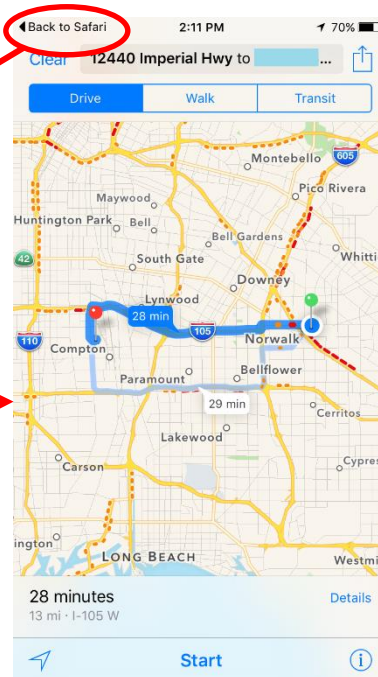
From GPS Back to MCP App (Switching from Maps to Safari)

If you tap on "Open in GPS" when you view a map in the MCP App, you will open the navigator on your iPhone, usually the default "Maps" app.

MCP App



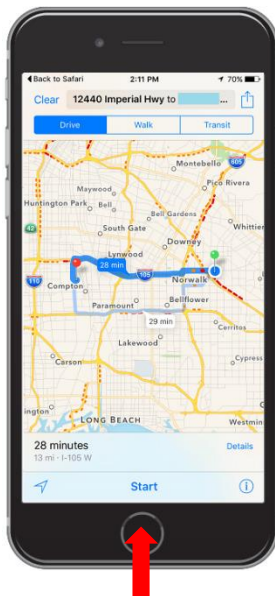
Your Navigator:



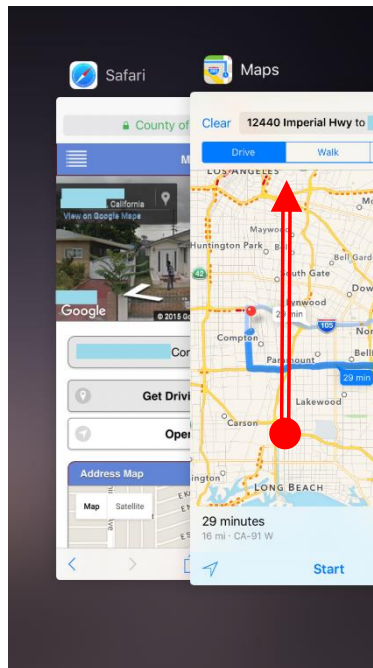
Tap here to go back to MCP.

Tap here to start navigation.

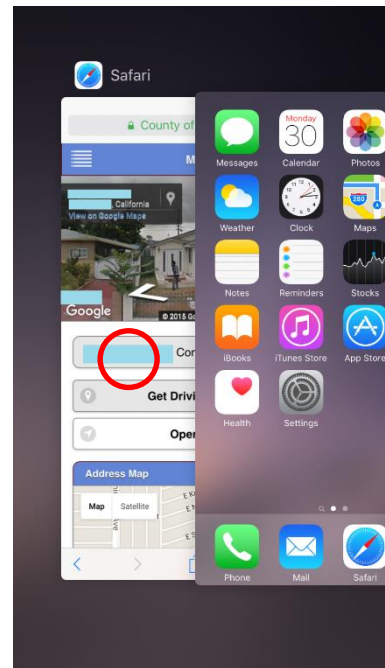
To go back to work on the MCP App, you may tap on “Back to Safari” on the top left corner, or you may want to close the “Maps” app to save some system resources on your iPhone. To do that, double-click the “Home Button” and swipe up unwanted apps.



Double-click the Home Button to show the apps screen.



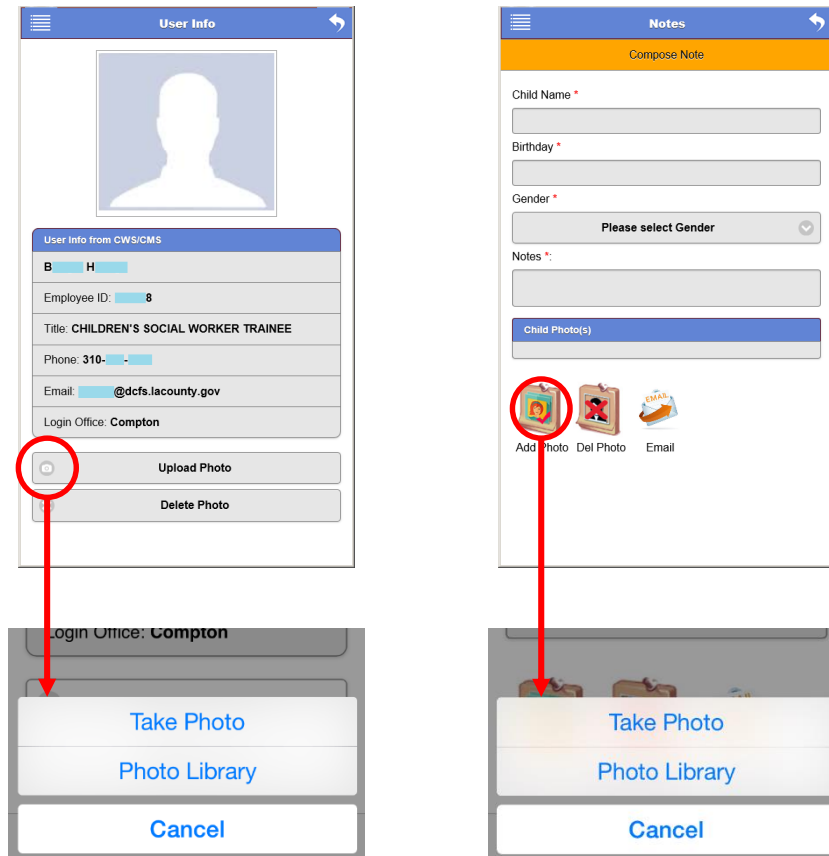
Swipe up the unwanted “Maps” app.



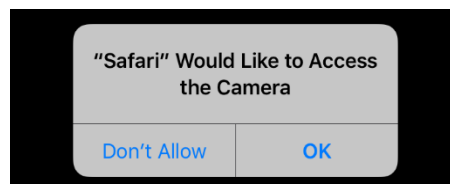
Tap on the MCP app to continue working.

Uploading/Adding Photos to MCP App

The App allows uploading your photo or adding children's photos. If you tap on the “**Upload Photo**” button or the “**Add Photo**” icon, a dialog box will pop up to ask you whether you want to “Take Photo” with the iPhone camera or pick a photo from your “Photo Library”.

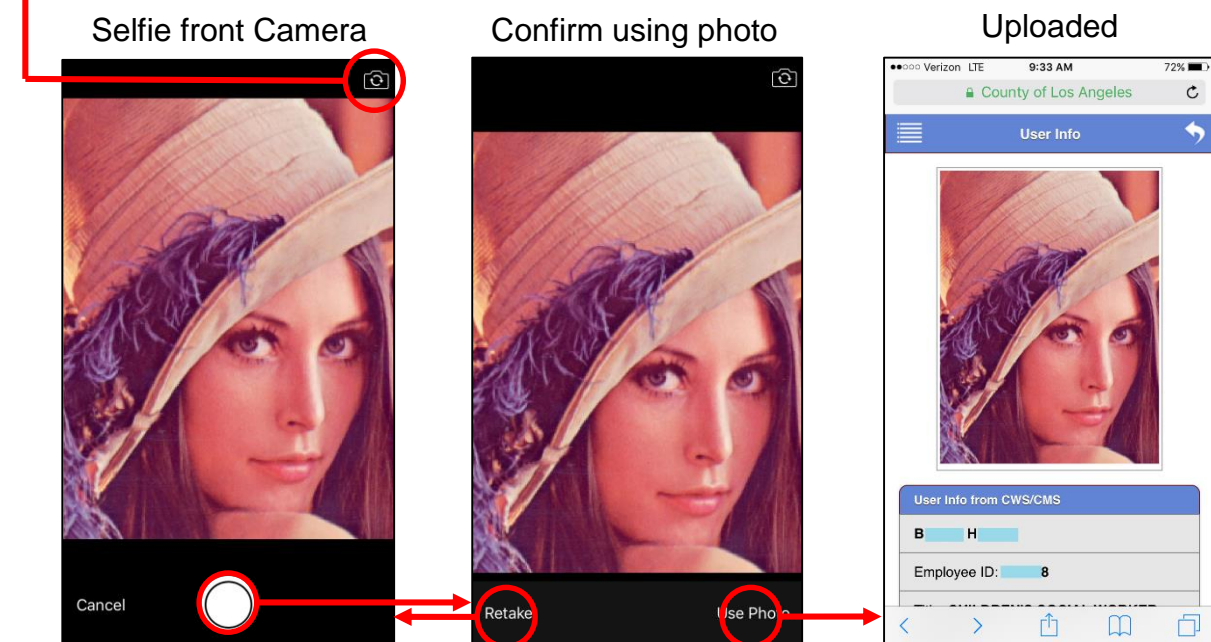
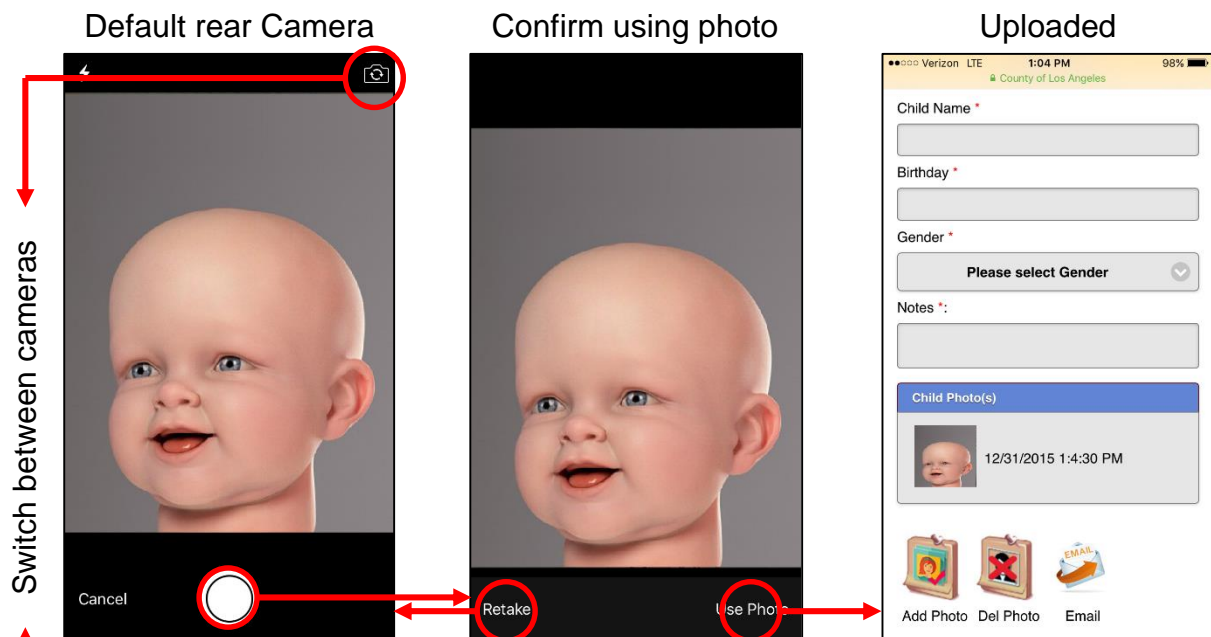


If you select “**Take Photo**”, the iPhone may ask you to grant Safari access to your camera if you have not done it before. Tab “OK” to allow access. (You will not be asked again the next time you take a photo.)

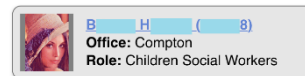


The small camera icon on the top right corner allows switching between the two cameras: one on the back of iPhone convenient for taking photos of children, and another on the front convenient for taking a photo of yourself.

If you take a photo from “Notes”, it will be uploaded as a child photo.

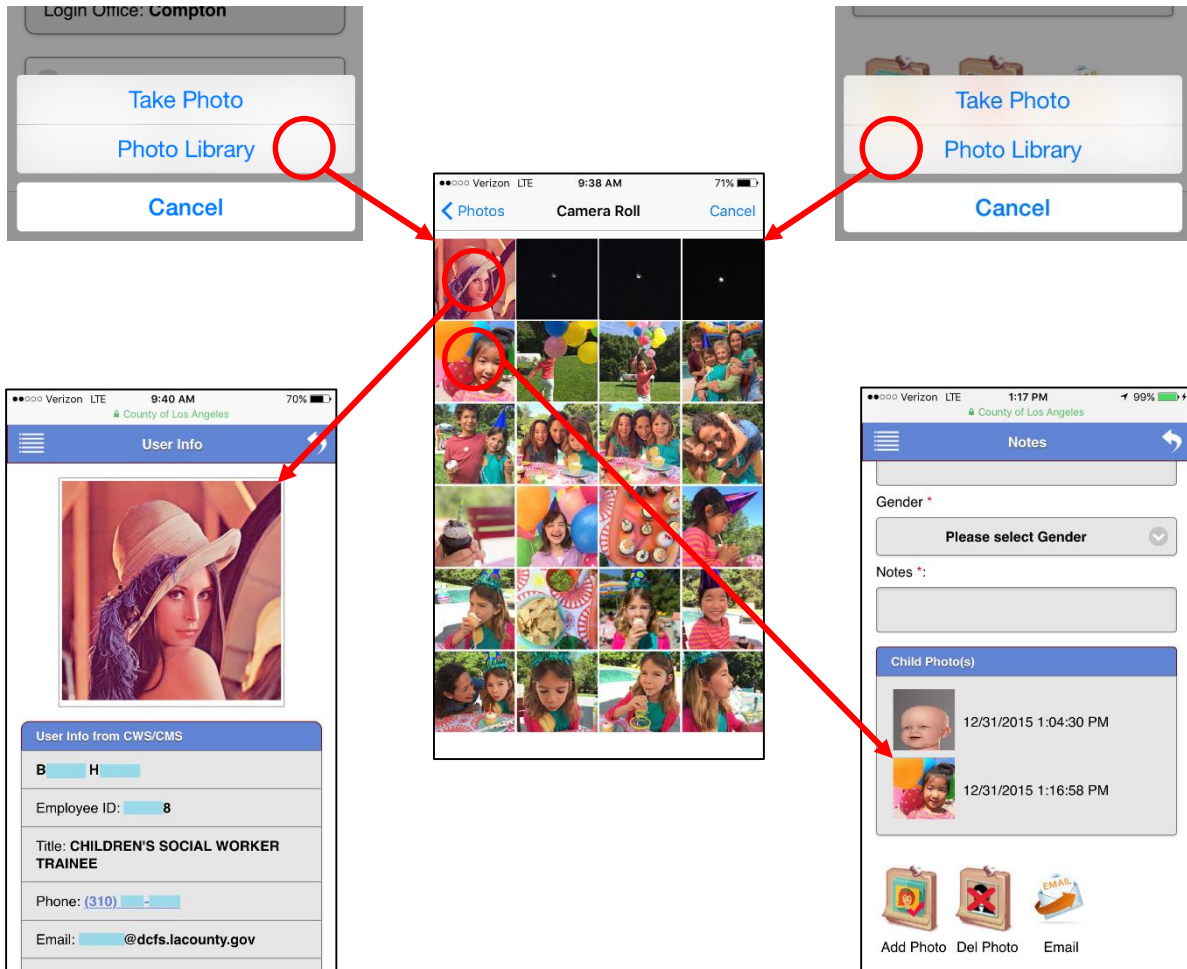


If you take a photo from “User info”, you will see your photo uploaded to the user info page and the home page:



Note: We recommend that you take the photo in the “**portrait**” orientation, which means holding your iPhone **upright**. Photos taken in the “landscape” orientation with your iPhone held sideways will be rotated when you upload the picture.

If you select **“Photo Library”**, you will need to browse the gallery to pick the photo you want. You may see all the photos you have taken before by selecting **“Camera Roll”** in your **“Photo Library”**.



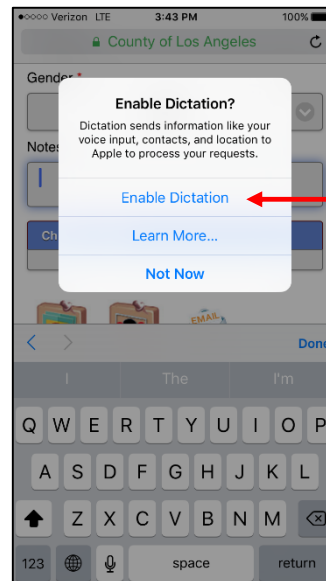
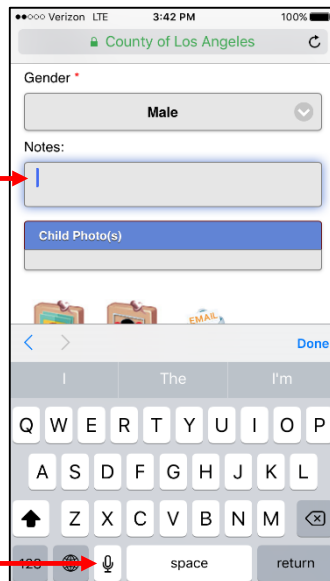
Dictation into Notes

The iPhone has a voice recognition system, which enables Siri, and also allows you to enter text by dictation wherever you can type. That feature is particularly useful when you enter notes for your cases and referrals.

To start dictation, tap on the microphone key  on the onscreen keyboard.

Make sure the cursor is at the place where you want to insert text.

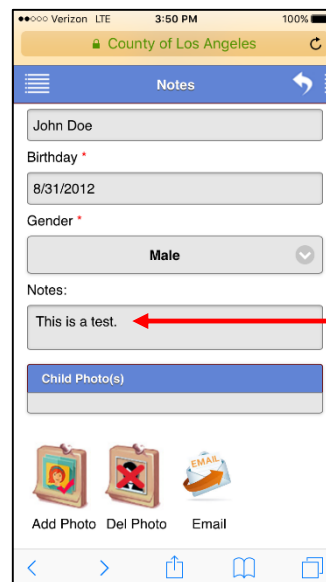
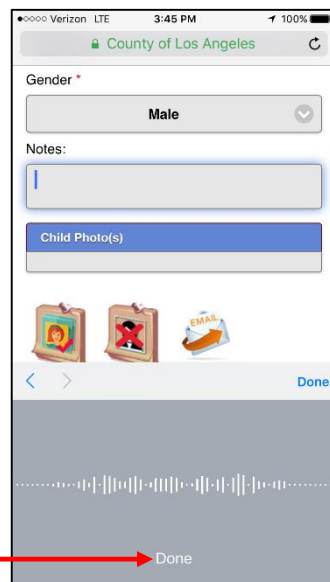
Tap on the microphone key to start dictation.



If it is the first time you use the feature, you need to tap on “Enable Dictation”.

This message will not show again the next time you use it.

Speak to the phone and tap on “Done” to stop dictating.



What you have spoken will be converted to text and show at where you have placed the cursor.

Note: because of the auto-save feature, dictation will stop if you do not speak for 10 seconds. Tap again at where you want to enter text and then tap on the microphone key to continue dictation.

You may dictate punctuation, signs, or format by saying it. The following is a list of iPhone dictation commands:

Punctuation	Result
apostrophe	'
open bracket	[
close bracket]
open parenthesis	(
close parenthesis)
open brace	{
close brace	}
open angle bracket	<
close angle bracket	>
colon	:
comma	,
dash	—
ellipsis	...
exclamation mark	!
hyphen	-
period / point / dot / full stop	.
question mark	?
quote	“
end quote	”
begin single quote	‘
end single quote	’
semicolon	;

Currency	Result
dollar sign	\$
cent sign	¢
pound sterling sign	£
euro sign	€
yen sign	¥

Mathematical	Result
equals sign	=
greater than sign	>
less than sign	<
minus sign	—
multiplication sign	×
plus sign	+

Emoticons	Result
cross-eyed laughing face	XD
frowny face	:-)
smiley face	:)
winky face	;-)

Intellectual Property	Result
copyright sign	©
registered sign	®
trademark sign	™

Capitalization	Result
cap	capitalize next word
caps on	formats next phrase in Title Case
caps off	resumes default letter case
all caps	formats next word in ALL CAPS
all caps on	proceeds in ALL CAPS
all caps off	resumes default letter case

Typography	Result
ampersand	&
asterisk	*
at sign	@
backslash	\
forward slash	/
caret	^
center dot	·
large center dot	•
degree sign	°
hashtag / pound sign	#
percent sign	%
underscore	_
vertical bar	

Word and Line	Result
new line	adds line break
numeral	formats next phrase as number
roman numeral	formats next phrase as Roman numeral
new paragraph	adds paragraph break
no space on	formats next phrase without spaces
no space off	resumes default spacing
tab key	advances cursor to the next tab stop

Contact Us

The Mobile Client Portal (MCP) App was designed and developed by the Application Development Team in the Business Information Systems (BIS) Division.

Your feedback and suggestions are important to us. They help us build a better, more efficient application that meets your needs. If you have questions or comments about this application, please do not hesitate to give any one of us a call.

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